

# **COVID-19 VA MRC Volunteer Orientation**

**Jennifer Freeland**

**State Volunteer Coordinator**

**VIRGINIA**



# Why you are here

1. Application
2. Orientation
3. Background Investigation
4. Training
5. Team Assignment
6. Deployment

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A graphic element consisting of three concentric, curved lines that sweep from the bottom left towards the top right, resembling a stylized wave or a path.

# What will you learn today?

- ★ Understand MRC purpose and mission
- ★ Overview of public health and emergency response related to COVID-19
- ★ Understand volunteer roles, responsibilities and protocols
- ★ Understand volunteer & training systems
- ★ Next steps

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# MRC History & Facts

- After 9-11, a surge of  
    **“What can I do to help?”**
- Emergency System of the Advance  
Registration of Health Care Professionals =  
VVHS
- MRC National program of DHHS
- VA MRC is the volunteer program of VDH

**VDH** VIRGINIA DEPARTMENT OF HEALTH  
To protect the health and promote the well-being of all people in Virginia

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*Volunteers Protecting Virginia's Health*





# VA MRC Mission

Community volunteers prepared to support ongoing public health initiatives and emergencies in localities throughout Virginia.



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# Public Health



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# Public Health



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# Public Health



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# First Aid



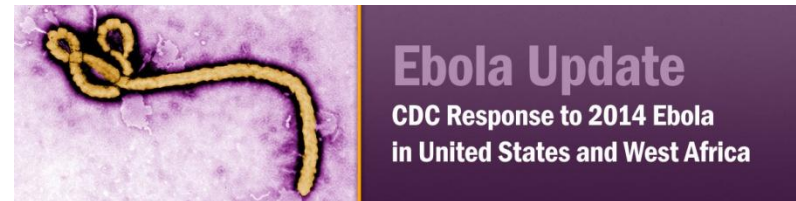
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# Declared Public Health Emergencies

- ★ Pandemic (H1N1) 2009-10
- ★ Ebola Virus
- ★ Zika Virus 2016 – 17
- ★ Opioid / Addiction 2016 -



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# Public Health in Emergencies

- ★ Coordinates medical, public health, mental health, and emergency medical services
- ★ Conducts active disease surveillance and investigations
- ★ Establishes procedures for mass or mobile clinics for prophylaxis, vaccination and pharmaceuticals
- ★ Support mass care/shelter operations (medical special needs)

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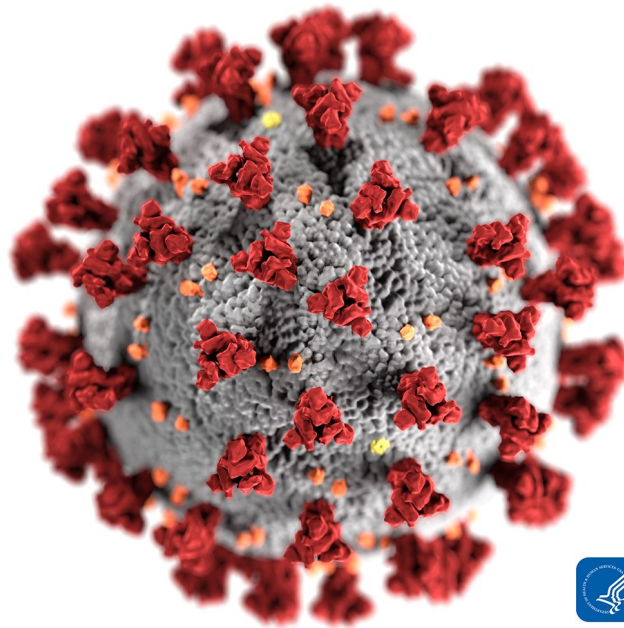
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# COVID-19 Information

VDH Website

<http://www.vdh.virginia.gov/coronavirus/>



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# VA MRC COVID-19 Response



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# Contact Tracing & Epidemiology



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# Public Information



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# Information & Mask Distribution



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# Public Information - Outreach



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# Infection Prevention



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# Infection Prevention



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# Community Testing



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# Community Testing



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# Testing



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# Testing

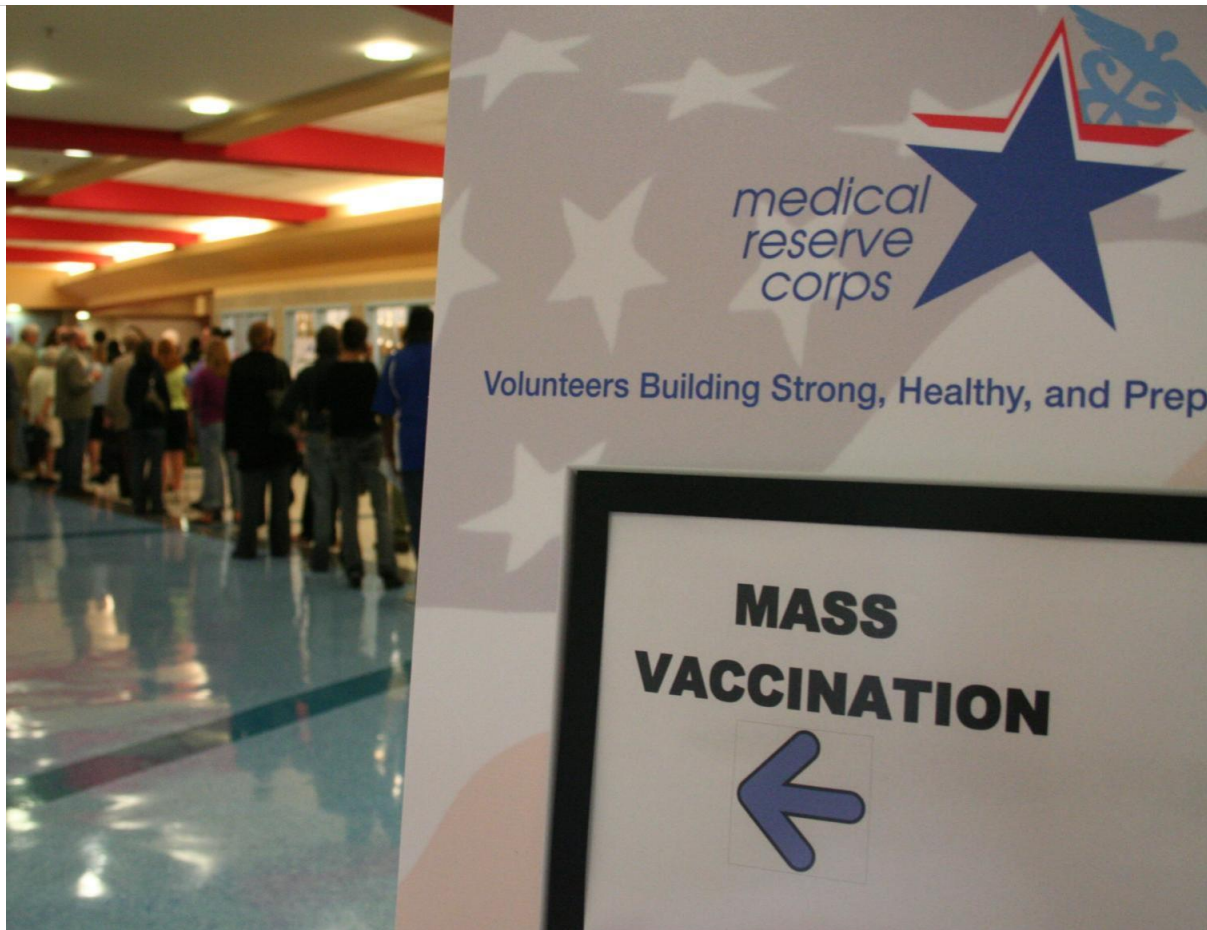


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# Vaccination



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# Flu Immunization



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# School Immunizations



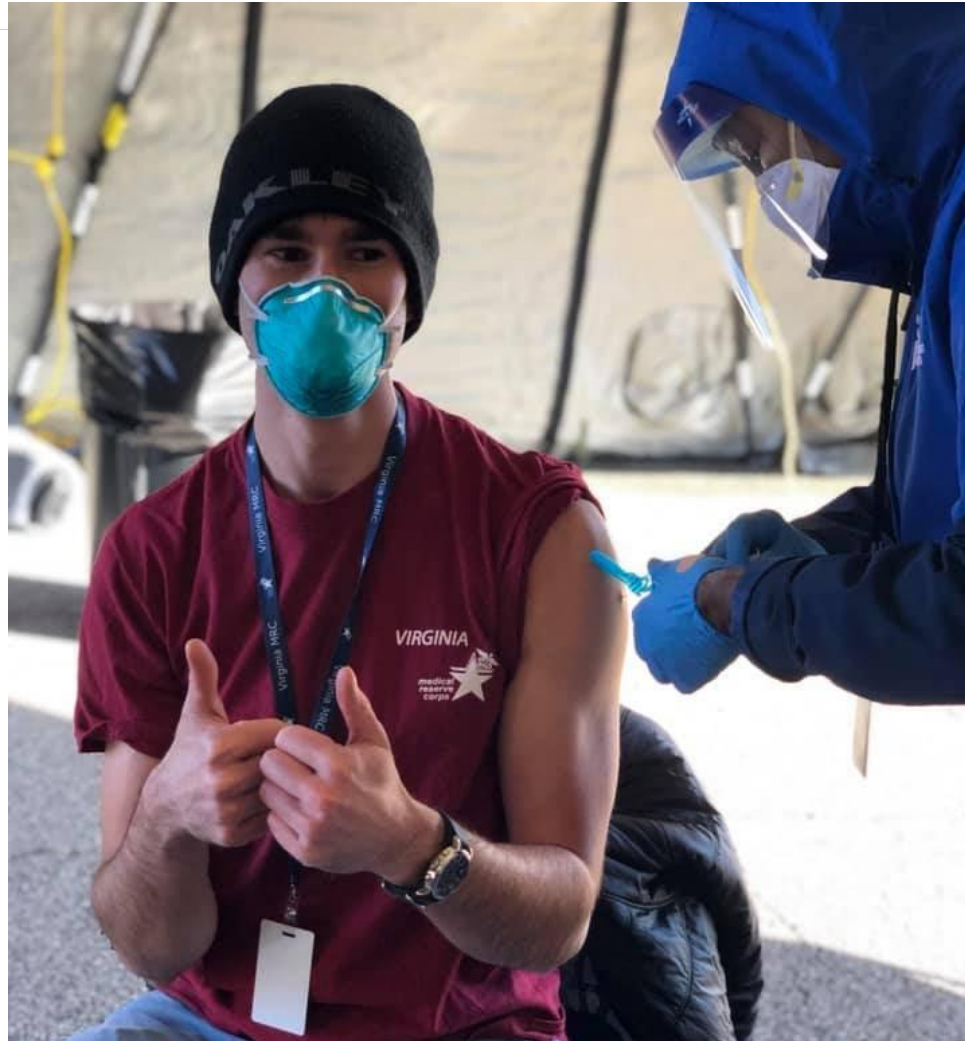
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# COVID-19 Vaccination



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# COVID-19 Vaccination



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# COVID-19 Vaccination

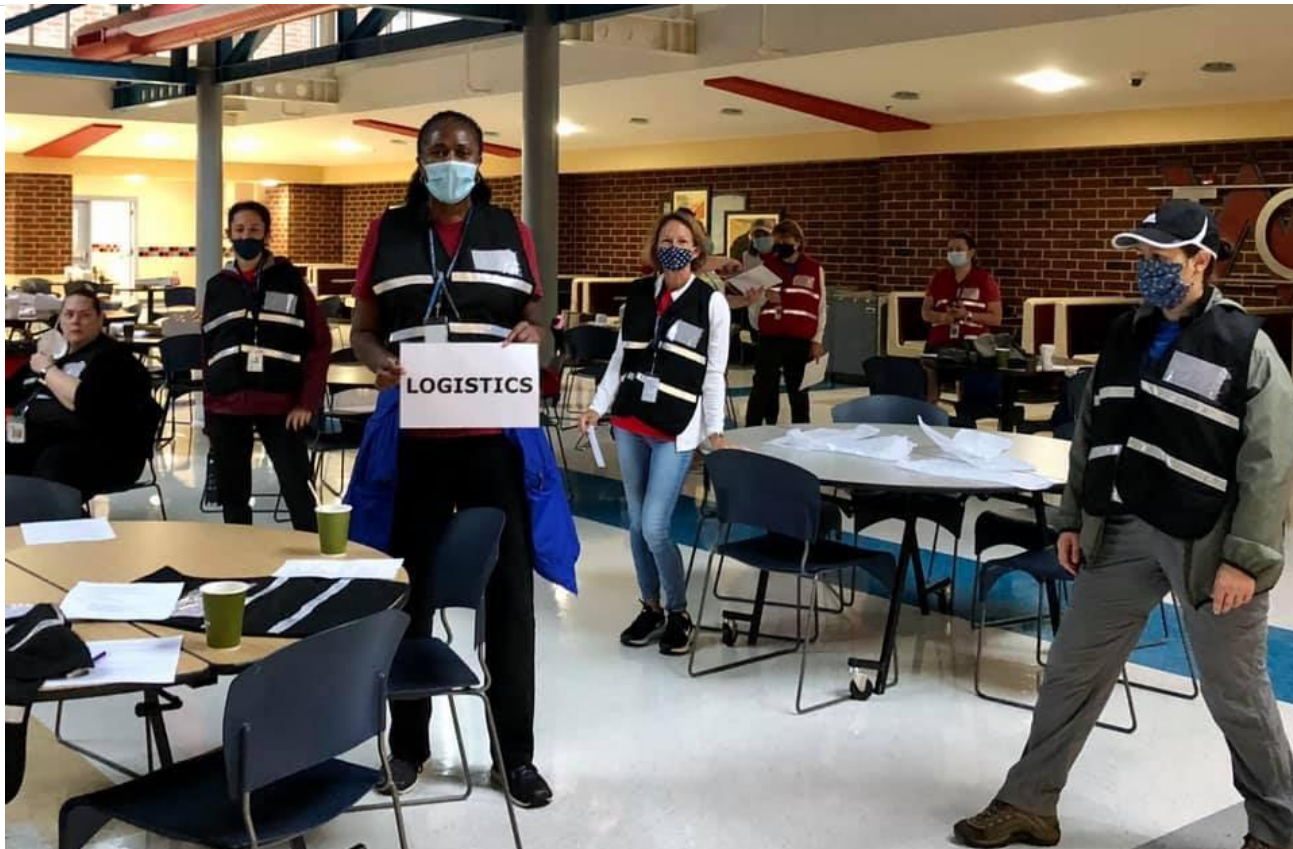


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# COVID-19 Vaccination



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# COVID-19 Vaccination



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# COVID-19 Vaccination



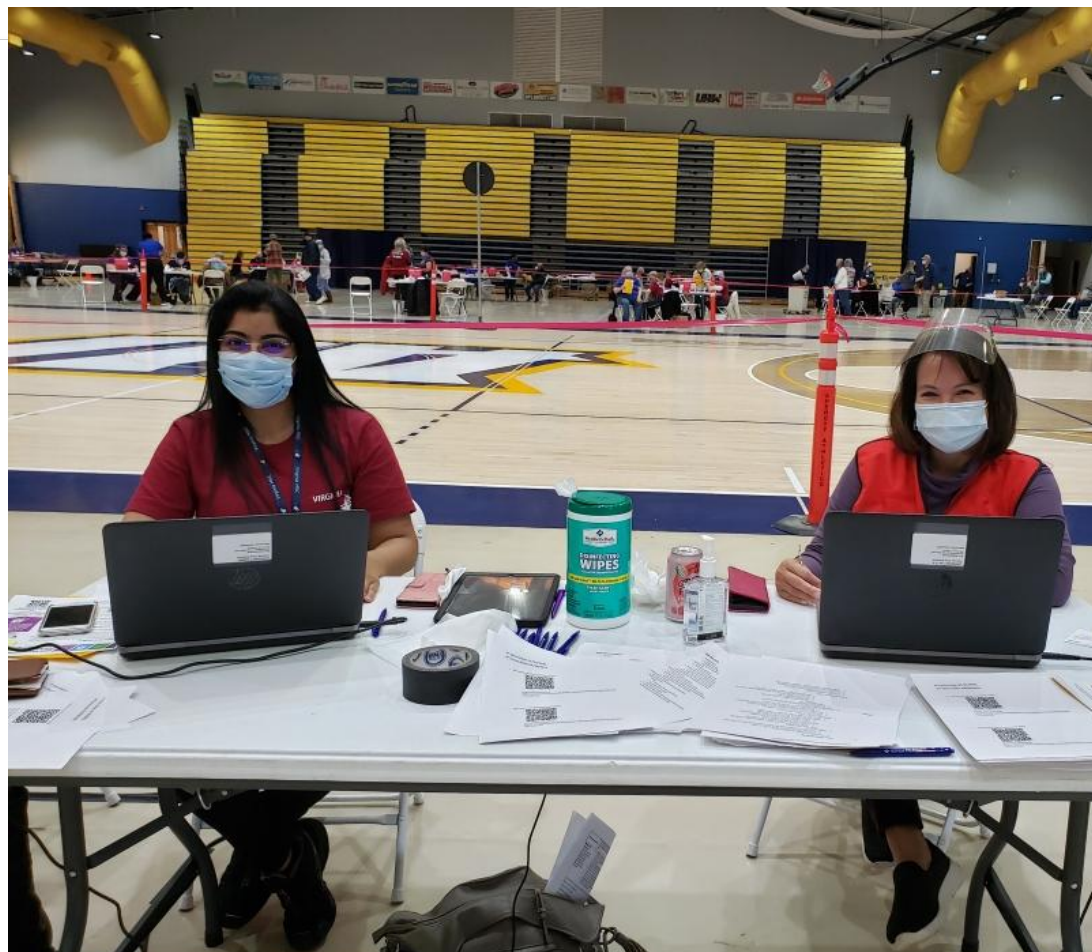
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# COVID-19 Vaccination



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# COVID-19 Vaccination



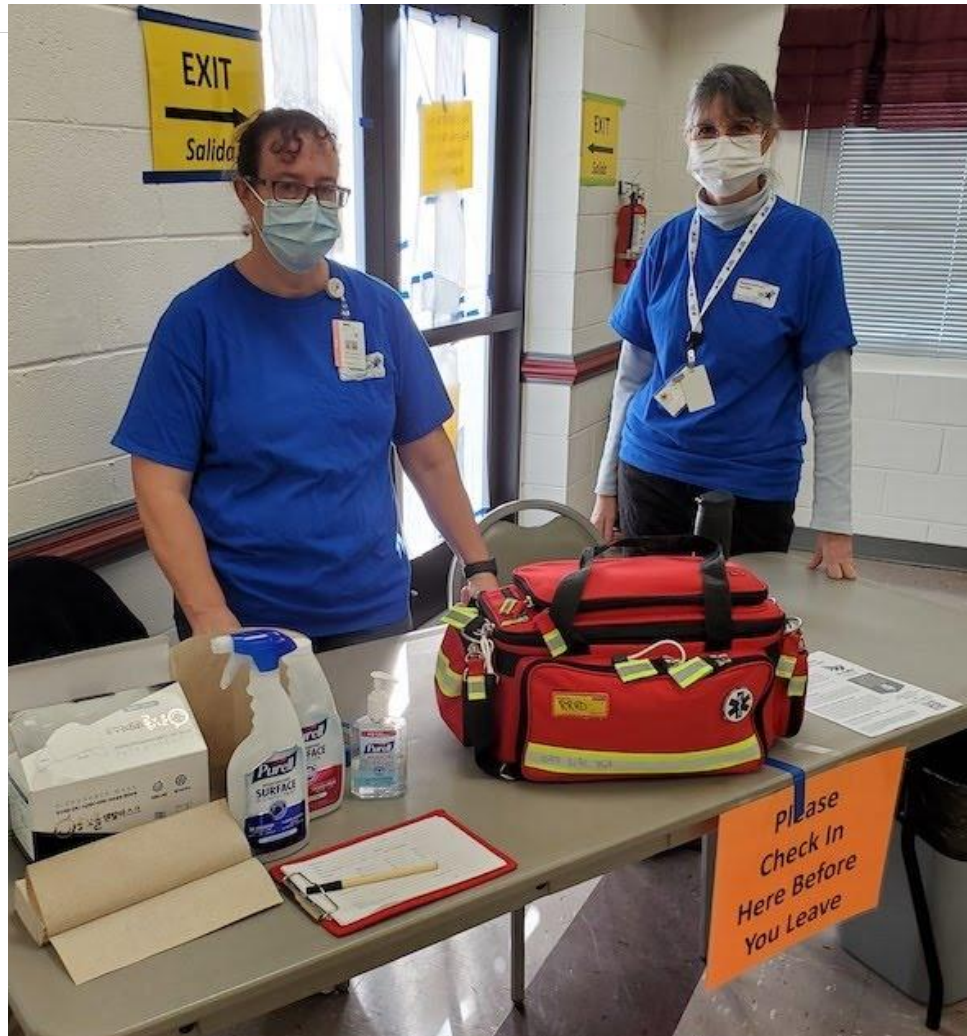
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# COVID-19 Vaccination



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# Why volunteers?

- ★ Limited Workforce
- ★ Expand Capacity
- ★ Support & Medical
- ★ Skills
- ★ Caring



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# Healthcare Professionals

- ★ Physicians
- ★ Physician Assistants
- ★ Nurse Practitioners
- ★ RNs & LPNs
- ★ Nurses Aides
- ★ Pharmacists
- ★ Mental Health Professionals
- ★ Dentists, Dental Hygienist
- ★ Veterinarians
- ★ Vet. Techs, and Assistants



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# General Support

- ★ Teachers
- ★ Clergy
- ★ Social Workers
- ★ Interpreters
- ★ Office & IT
- ★ Telecommunications



★ **Everyone** has something they can offer to the MRC!

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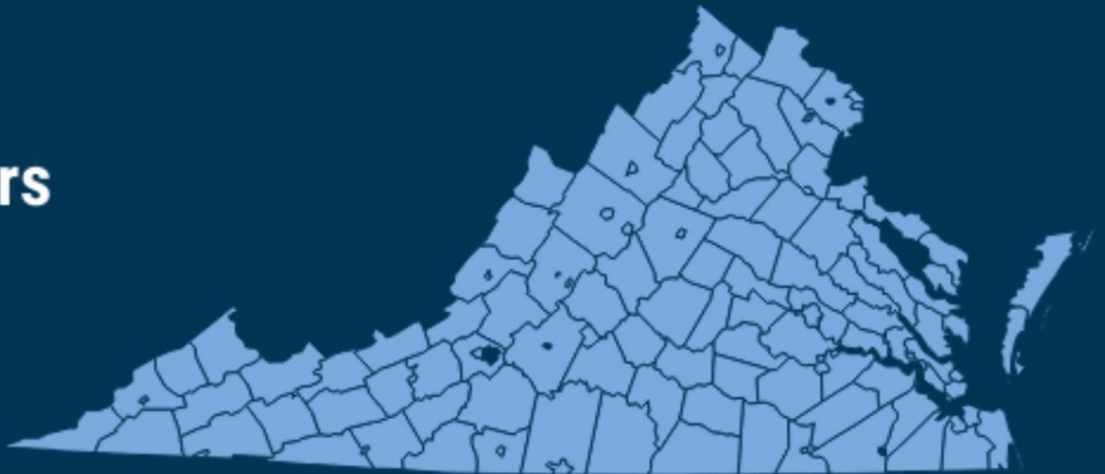
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# VIRGINIA MRC VOLUNTEER CAPACITY

AS OF OCTOBER 18TH, 2021

**34,370** Total  
Approved Volunteers

**22** Virginia  
MRC Units



Deployable Volunteers



**9,115**  
Medical

+



**16,088**  
Support

=



**25,203**  
Deployable

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# VA MRC Volunteer TEAM



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# Which MRC unit do you belong to?

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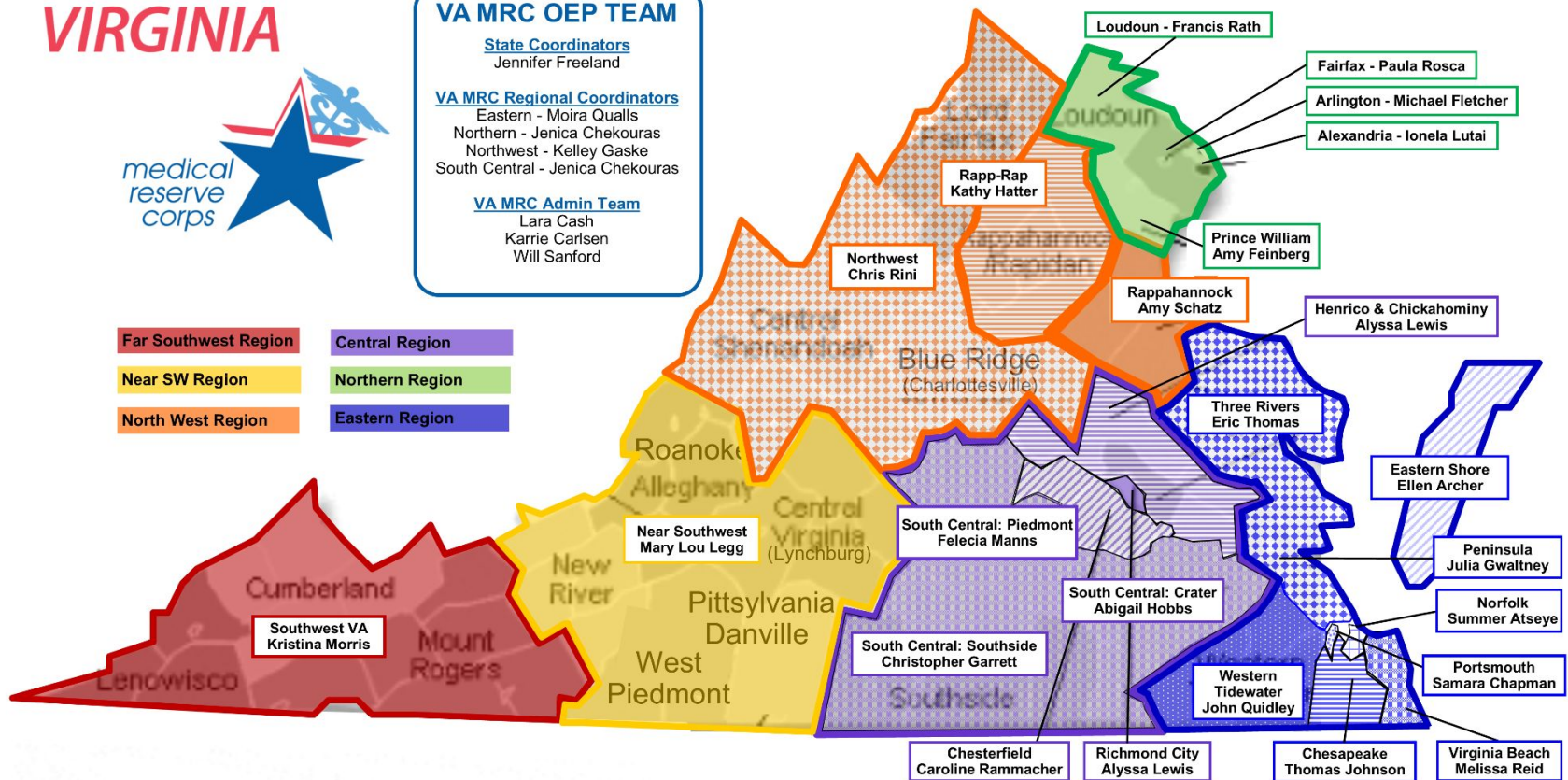
## VA MRC OEP TEAM

State Coordinators  
Jennifer Freeland

VA MRC Regional Coordinators  
Eastern - Moira Qualls  
Northern - Jenica Chekouras  
Northwest - Kelley Gaske  
South Central - Jenica Chekouras

VA MRC Admin Team  
Lara Cash  
Karrie Carlsen  
Will Sanford

Far Southwest Region	Central Region
Near SW Region	Northern Region
North West Region	Eastern Region



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# Who will you be working with?



MRC Unit Coordinator  
Assistant MRC Coordinators  
Public Health Coordinators  
Deployment Coordinators  
Vaccination Liaisons  
VDH staff  
City or county employees  
Contractors  
VAMRC OEP Team  
Federal Partners: USPHS & DHHS

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# MRC Member Expectations

- DO NOT self-deploy
- Complete training
- Respond to alert notifications
- Be dependable
- Maintain current information
- Requirement - Commitment
- Represent the MRC

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***Do NOT respond to any  
emergency unless requested and  
officially deployed by MRC.  
If you self-deploy, you will be  
removed from the Corps and be  
held liable for any actions.***

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A graphic element consisting of several concentric, curved lines that sweep from the bottom left towards the top right, creating a sense of motion or a stylized 'S' shape.

# Public Communication

As a representative of VDH,  
DO NOT talk to the press without  
notifying the Public Information Officer  
on site or your MRC Unit Coordinator.

**When in doubt ASK!**

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# HIPAA

As a volunteer performing duties for VDH, you will have access to the protected health information (PHI) of our patients/clients. The fact that an individual is or was a patient/client of VDH is PHI.

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# Liability Coverage

While they are acting under the direction of VDH, and within the course and scope of their assigned emergency and disaster response activities, MRC volunteers are eligible for the same liability protection available to state employees. MRC and CERT volunteers “shall enjoy the protection of the Commonwealth’s sovereign immunity to the same extent as paid staff.”

<http://www.vdh.virginia.gov/mrc/legal/>

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# Workers Compensation

As volunteers are not paid employees, you are not eligible for any worker's compensation benefits. We take safety seriously; if you spot unsafe conditions or situations, please alert your supervisor immediately.

As a volunteer, you have the right to refuse to work in unsafe conditions.

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# Who has access to your info?

- ★ Managed by MRC Coordinators, Emergency Coordinators, VA MRC Administrators
- ★ Health department staff on need to know
- ★ When you registered, you agreed to allow us to share your information as necessary for volunteer deployment

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# Virginia Volunteer Health System

[www.vamrc.org/vvhs](http://www.vamrc.org/vvhs)

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# VVHS: [www.vamrc.org/vvhs](http://www.vamrc.org/vvhs)

Secure | <https://vvhs.vamrc.org/?fw1pk=1>



[Home](#) [Volunteer](#) [FAQs](#) [Contact Us](#)

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Welcome To The Virginia Volunteer Health System

## Welcome

The Virginia Volunteer Health System (VVHS) is a web-based information, alerting and credentialing system used by local Medical Reserve Corps Coordinators and health districts for the management of medical and support volunteers who desire to support public health emergencies and daily public health activities in Virginia.

[Register as a New Volunteer](#)

Please sign in if you are an existing member or returning to complete your volunteer application.

Need Help?

- [? Frequently Asked Questions](#)
- [✉ Contact Us](#)

Please Sign In

jfreeland

.....

[Sign in](#)

[Trouble Logging In?](#)

Please do not register again if you are already a MRC volunteer and are experiencing difficulty with your username or password. Instead, contact your coordinator via [Contact Us](#).

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Dashboard

Alerts

Deployment Report

Training Report

## Dashboard

**\*\*WARNING: Internet Explorer browsers do not support the Virginia Volunteer Health System\*\*** Firefox, Chrome, Safari and Microsoft Edge best support all functions of VVHS.  
Please contact [vamrc@vdh.virginia.gov](mailto:vamrc@vdh.virginia.gov) if you are experiencing any other application issues.

## Your Recent Alerts

**TEST VVHS Alert Availability Button in Volunteer Profile**

Sent by Lara Cash via Email and SMS\Text

15

Jan

**Testing - Please Ignore**

Sent by Derek Royse via Email

16

Dec

**TEST Alert - Ignore**

Sent by Jennifer Freeland via Email (including secondary email)

05

Nov

My  
AccountMy  
Alerts

3

Upload  
CertificateChange My  
Contact Info

## Contact Your Unit Coordinator

Serving District: Central Office


Unit Coordinator: n/a

Coordinator Email: n/a

Coordinator Phone: n/a

For issues regarding your VVHS account, email our VA MRC admin team at [vamrc@vdh.virginia.gov](mailto:vamrc@vdh.virginia.gov)

# Change Your Information

 Deployment Report

 Training Report

[Overview](#) [Contact Info](#) [Credentials](#) [Additional Info](#) [Training](#) [Deployments](#) [Summary](#)

Personal Information

Legal Name:

Zeus A Freeland

Maiden Name:

Preferred Name:

Zeus

Date of Birth:

09/15/2016

What area would you like to be deployed to?

What localities would you like to be deployed to?

Primary Email:

zeus@fortfreeland.com

Secondary Email:


Gender:


M

Race:

Other Race or Multi-Racial

Photo (headshot):



 Edit

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Personal Information

\* Name:

Zeus

A

Freeland

\* Legal First Name

Middle

\* Last

Maiden Name:

\* Preferred Name:

Zeus

\* Date of Birth:

09/15/2016



\* Primary Email:

zeus@fortfreeland.com

Secondary

\* Gender:

☐ Female ☒ Male

\* Race:

Other Race or Multi-Racial

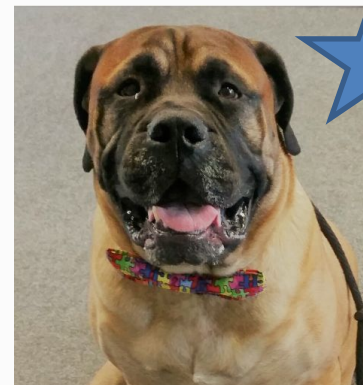


Photo (headshot)

(Optional) Upload a headshot similar to a passport photo to be used for your identification badge.



Select image



Save

\* Primary Phone:

(999) 999-9999

Home - Primary ▼

Secondary Phone:

(666) 666-6666

Home - Secondary ▼

 Save

## Phone and Text Alerts

 Cancel

The number entered below will be used for receiving phone and SMS text messages for emergencies, exercises and other important information. In addition to phone and SMS text messages, an email notification will be sent. Note: SMS charges may apply. See carrier details.

Phone Number

(888) 888-8888

Phone Type

Home - Primary ▼

Messages

☐ Both ☒ Phone/Voice ☐ SMS Text Remove

(666) 666-5555

Cellular - Primary ▼

☒ Both ☐ Phone/Voice ☐ SMS Text Remove Add Phone

*Acknowledgment that message and data rates may apply based on carrier and individual cell phone plans was completed on 11/16/2016 at 9:43 AM.*




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# Credentials – Government ID

Identification Verification Cancel

ID Type	License Number	Organization	State	Document	Expiration
Driver's License <span>▼</span>	9+8+4984+849+	DMV	VA <span>▼</span>	<div><div>Therapy Dogs International (TDI®) ZEUS Dog's Name BULLMANSLEY Breed JENNIFER FREELAND Associate Member's Name ID # 162222 THIS IS NOT A SERVICE OR ASSISTANCE DOG CERTIFICATION EXPIRES: 12/31/2017</div></div> <div><span>Change</span> <span>Remove</span></div> <p>Select an image or PDF less than 5MB.</p>	09/14/2016 

☐ Verified | Comments

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# Credentials – License & Certification

## Identification Verification

[Edit](#)

ID Type	License Number	Organization	State	Document	Expiration
Driver's License	196816516	DMV	VA	n/a	09/21/2019

✔ **Verified** by Jennifer Freeland on 02/03/2021

## License & Certification

[Cancel](#)

### Licensure

[DHP License Check](#)

Credential Type	License Number	State	Issuing Organization	Document	Expiration
Healthcare License ▾	115533448877	VA ▾	Virginia Department of Health Professor ▾	<a href="#">Add Document</a>	09/01/2017 


Select an image or PDF less than 5MB.

[Remove](#)

☐ **Verified | Comments**

[+ Add Credential](#)

### Current CPR & Life Support Certifications

Certification Type	Issuing Organization	Document	Expiration
Advanced Cardiac Life Support ▾	American Heart Association ▾	<a href="#">Add Document</a>	09/01/2019 

Select an image or PDF less than 5MB.

[Remove](#)

☐ **Verified | Comments**

# Preparing to Respond



# Upcoming Training

## Upcoming Training Calendar

<https://www.vdh.virginia.gov/mrc/trainingcalendar/>

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# Life Support Training



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TRAINVA - [www.train.org/virginia](http://www.train.org/virginia)

# TRAIN Virginia

The TRAIN Virginia learning management system is designed to improve public health workforce and MRC volunteer competencies and to provide access to Virginia and national public health educational sources.

**[www.train.org/virginia](http://www.train.org/virginia)**

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# TRAINVA - [www.train.org/virginia](http://www.train.org/virginia)

- ★ Pursue the training needed to be confident in the field.
- ★ Take training that interests you when you are available.
- ★ Complete training plans for specific teams
- ★ CEUs are provided for some courses
- ★ You have access to your training records
- ★ Go to TRAIN via your VVHS account
- ★ Do NOT create a TRAIN account

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TRAINVA - [www.train.org/virginia](http://www.train.org/virginia)

# TRAIN Virginia

Once your volunteer application is approved,  
a TRAIN account is created for you within  
24 hours.

**DO NOT CREATE ANOTHER ACCOUNT!!!**

If you have trouble with TRAIN, please  
contact the TRAIN administrator at  
[va\\_admin@train.org](mailto:va_admin@train.org).

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## Announcements



### [Adobe Flash Support Ends 12/31/2020](#)

Adobe will [end support of Flash on December 31, 2020](#). At this point, all major browsers will stop loading Flash content.

The TRAIN Learning Network intends to remove all courses that use Flash from the platform. If you encounter a course that you suspect is not working due to Flash, please



1 of 3



## Notifications

 You have not yet **rated** [VDH: Emergency Temporary Standard §16 VAC 25-220](#)

 It has been 48 hours since your [email confirmation was sent](#)

2 Notifications

## Your Training Status

### Hot Topics

 [Cornerstone Login](#)

COVID-19 Resources:

[Public Health Foundation](#)

VDH

### Search

 [Courses](#)

 [Training Plans](#)

 [Events](#)



**6 COURSES**  
TO COMPLETE

**1**

Certificate Obtained

# Training in VVHS

VDH VVHS

Virginia Volunteer Health System

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Dashboard

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## Training Reports

Dashboard > Training Reports

### Training Report

To generate a report, select your options, then click the "Download Report" button. The report is in Excel format.

Volunteer Name:



Donald Meinen

Training Event Name:



Type an event name...

Course Source:

Please Select

Select a District:

Southwest

Date Range:

m/d/yyyy



to

m/d/yyyy



Download Training Report

Reset

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File Home Insert Page Layout Formulas Data Review View Help Tell me what you want to do

Cut Copy Paste Format Painter Clipboard

Arial 12 A<sup>+</sup> A<sup>-</sup> B I U Font

Wrap Text Merge & Center Alignment

General \$ % , .00 .00 Number

Conditional Formatting Format as Table

Normal Bad Check Cell Explanatory ...

Volunteer Training Report

A	B	C	D	E	F	G
Training Event Name:	VDH: Emergency Temporary Standard §16 VAC 25-220				Source:	TRAIN-VA Course
Course Format:	External Content			Course ID:	1093084	Course Provider:
Training Start Date:	8/21/2020					Michelle Johnson
Volunteer Name	District	Start Date				
Pat Meinen	Southwest	2020-08-21 15:21:00				
Training Event Name:	VDH: DHRM - Preventing Sexual Harassment Training				Source:	TRAIN-VA Course
Course Format:	External Content			Course ID:	1093433	Course Provider:
Training Start Date:	9/8/2020					Michelle Johnson
Volunteer Name	District	Start Date				
Pat Meinen	Southwest	2020-09-11 14:46:00				
Training Event Name:	VDH: Dry Ice Safety and Vaccine Storage				Source:	TRAIN-VA Course
Course Format:	External Content			Course ID:	1093708	Course Provider:
Training Start Date:	10/16/2020					Suzanne Silverstein
Volunteer Name	District	Start Date				
Pat Meinen	Southwest	2020-11-20 07:59:00				
Pat Meinen	Southwest	2020-12-01 08:37:00				
Pat Meinen	Southwest	2020-12-14 09:18:00				

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# How are we activated?

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# Activation

- ★ Volunteer request received
- ★ Volunteers are contacted through VVHS Alert system and requested to sign up for a role and/or shift
- ★ Additional information/instructions may be sent to approved volunteers via an additional alert or email

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# Alert Classifications

- ★ COMMUNICATION – Newsletter
- ★ AWARENESS – Head Up
- ★ READINESS – Available IF needed
- ★ ACTIVATION – You Are Needed
- ★ EMERGENCY – Declared Emergency
- ★ DEACTIVATION – Stand Down

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# Responding to an Email Alert

Jennifer Freeland,

Volunteers needed to help with Special Olympics Virginia Healthy Athletes Center. Special Olympics is the largest global public health organization dedicated to serving people with intellectual disabilities. Special Olympics Virginia is seeking volunteers to help provide screenings and education for athletes.

[Please click here to confirm receipt and select your availability.](#)



Thank you for volunteering to protect Virginia's health!

Regards,

Kate Bausman

Richmond City Medical Reserve Corps and Clinical Linkages Coordinator

Virginia Volunteer Health System

Email: [richmondcity@vamrc.org](mailto:richmondcity@vamrc.org)

Phone: (804) 205-3730

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# Responding to an Email Alert

## Email Message:

**WHAT:** MRC Orientation for new volunteers

**WHEN:** Thursday, June 7 from 6:30 to 8:30 PM

**WHERE:** Fairfax County Health Department, 10777 Main Street, 3rd floor, Fairfax, VA 22030

**HOW:** Registration: TRAINVa Course Code [1041920](#)

**Additional Information:** [IS 100](#), [IS700](#) - are two other training requirements and can be completed online (please forward your certificates of completion to [HDMRC@FairfaxCounty.gov](mailto:HDMRC@FairfaxCounty.gov) once you have completed the course).

If you have any questions or concerns, please do not hesitate to contact me directly at [hdmrc@fairfaxcounty.gov](mailto:hdmrc@fairfaxcounty.gov).

## Category:

Training

I'm Available For This Event

I'm Not Available For This Event

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# Responding to an Email Alert

## Event Choices

Available	Location	Locality	Date	Time	Roles	Volunteers Needed
<input type="checkbox"/>	TC Williams HS	City of Alexandria	6/27/2018	2:00 PM to 5:00 PM	Registered Nurse	2
<input type="checkbox"/>	Alexandria Elem	City of Alexandria	6/28/2018	2:00 PM to 5:00 PM	Registered Nurse	2

I'm Available For The Selected Events

I'm Not Available For Any Of These Events

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# Email Tips

- ★ Save no-reply@vamrc.org in your contacts as VVHS Alerts which will notify your email provider you would like to receive these emails.
- ★ If you find an alert email in your SPAM or JUNK folder, with most email providers, you can click "Not Spam/Junk" and this should change the delivery location of these emails.

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# Phone & Text Messaging

- If you answer the phone, you can choose 1 for available and 2 for unavailable.
- You can NOT respond availability via text, so please be sure to check your email.

You will always receive VVHS MRC phone messages from the same phone  
#804-864-7200.

Save it in your contacts.

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# Check Alerts in VVHS

**VDH VVHS**

Virginia Volunteer Health System

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Training Report

## Dashboard

**\*\*WARNING:** Internet Explorer browsers do not support the Virginia Volunteer Health System\*\* Firefox, Chrome, Safari and Microsoft Edge best support all functions of VVHS. Please contact [vamrc@vdh.virginia.gov](mailto:vamrc@vdh.virginia.gov) if you are experiencing any other application issues..

### Your Recent Alerts



**Testing - Please Ignore**

Sent by Derek Royse via Email

16  
Dec



**TEST Alert - Ignore**

Sent by Jennifer Freeland via Email (including secondary email)

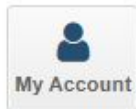
05  
Nov



**Election TEST**

Sent by Lara Cash via SMS\Text

28  
Oct



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# I'm AVAILABLE

- ★ Qualified
- ★ Personally, Physically, & Emotionally READY
- ★ Can make the commitment



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# Right for the Request

- ★ Understand nature of the request
- ★ Best practice standards and within your training and expertise



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# COVID-19 Volunteer Risks

- ★ Are you high risk?
- ★ Wear PPE
- ★ Serve in lower risk positions



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**It's  
OK  
to Say NO!**

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The logo for the Office of Emergency Preparedness. It consists of the text "Office of Emergency Preparedness" in a blue, sans-serif font. To the right of the text is a graphic element consisting of three concentric, curved lines that sweep upwards and to the right, resembling a stylized wave or a signal.

# When you go...

- ★ Voluntary
- ★ Represent the MRC, always wear ID badge and MRC shirt
- ★ Follow directions/instructions provided  
Sign in and sign out to document hours
- ★ Job Action Sheets & Just-In-Time training
- ★ Wear appropriate and fit-tested PPE

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# Best Laid Plans...

- ★ Change constantly
- ★ To hurry up and wait
- ★ Flexible
- ★ Rewarding work, but stressful and tiring



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# Benefits of Saying YES



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# Don't Forget

- ★ You represent the VDH and MRC
- ★ You will be ACTIVATED when needed
- ★ RESPOND to alerts
- ★ Only talk to the media IF it's coordinated with your MRC Coordinator or PIO
- ★ You will have a TRAIN account created (needed for vaccinators)
- ★ Standby for deployment

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# What's Next?

- ★ Approved Application
- ★ Photos needed for Background Investigations & Badges
- ★ Online training
- ★ Mobilization
- ★ Demobilization

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A graphic element consisting of three concentric, curved lines that sweep from the bottom left towards the top right, resembling a stylized 'S' or a wave.

Roll Call!

**VA MRC Rocks!**

**[www.vdh.virginia.gov/  
mrc/rollcall/](http://www.vdh.virginia.gov/mrc/rollcall/)**

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# Thank YOU

for choosing to volunteer with the  
Virginia MRC!

We look forward to serving with you to  
protect the health of Virginia!

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